

**COLUMBIA POWER AND WATER SYSTEMS
POSITION DESCRIPTION**

Job Title:

Cashier

Effective Date:

Reports To:

Vice President of Customer Service

Supervises Directly:

N/A

Supervises Through Subordinates:

N/A

Purpose for the Position:

A non-exempt position to collect payment of utility bills and assist customers with various inquiries regarding bills, services, and policies.

Essential Responsibilities:

1. Enters alphabetic, numeric, or symbolic data from source documents into computer, using keyboard, and following format displayed on screen.
2. Compares data entered with source documents, or re-enters data in verification format on screen to detect errors.
3. Deletes incorrectly entered data, and re-enters correct data.
4. May sort and verify accuracy of data to be entered.
5. Be able to count money accurately and quickly.
6. Be able to work with customers both on the phone and in person.
7. Answer general customer inquiries regarding Columbia Power and Water System bills, service, and policies.
8. Other work as assigned.

To do this kind of work, you must be able to

- use eyes, hands, and fingers accurately to operate the keyboard of a clerical machine quickly and accurately
- count money
- perform repetitive tasks
- work with speed and accuracy
- speak clearly and listen carefully
- use personal judgment and specialized knowledge to give information to people
- communicate well with many different kinds of people

Essential Functions of the Job:

1. Acknowledge and adhere to all CPWS policies
2. Regular attendance at work
3. Perform duties safely without endangering self, others, and the public
4. Ability to lift 0 – 20 pounds for one hour a day
5. Ability to lift and/or carry objects weighing up to 10 pounds for 2 hours a day
6. Ability to use eyes, hands, and fingers to operate computer keyboard quickly and accurately
7. Ability to perform repetitive tasks
8. Ability to sit and/or stand for 2 hours at a time
9. Ability to talk, see, hear, reach, handle, and feel
11. Environmental Conditions: Ability to work inside: protection from weather conditions but not necessarily from temperature changes. A job is considered “inside” if the worker spends approximately 75 percent or more of time inside.

Math Skills:

Requires mathematical development sufficient to be able to add, subtract, multiply, and divide all units of measure.

Language Skills:

Must have developed language skills to the point to be able to read and understand instructions, safety rules, etc.

Speak with poise, voice control, and confidence using correct English and well-modulated voice.

Relationships to Data, People, and Things:

Data: Gathering, entering/posting, collating, or classifying information about data, people or things. Reporting and/or carrying out a prescribed action in relation to information is frequently involved.

People: Speaking/Signaling/Writing: Taking instructions/helping: Helping applies to “non-learning” helpers. No variety of implicit wishes of people is involved in this function.

Things: Operating-Controlling: Starting, stopping, controlling, and adjusting the process of machines or equipment. Operating machines involves setting up and adjusting the machine or materials as the work progresses. Controlling involves observing progress of operations and turning devices to regulate reactions of materials.

To do this job, you must have the following minimum amount of total education and/or experience:

1. High School diploma or equivalent
2. Previous cashier and/or customer service experience preferred

GENERAL REQUIREMENTS:

This is not necessarily an exhaustive list of all responsibilities, skills, duties, requirements, efforts, or working conditions associated with the job. While this is intended to be an accurate reflection of the current job, management reserves the right to revise the job or to require that additional and/ or different tasks be performed when circumstances change (i.e., emergencies, changes in personnel, workload, rush jobs, or technological developments). This job description does not constitute a written or implied contract of employment.